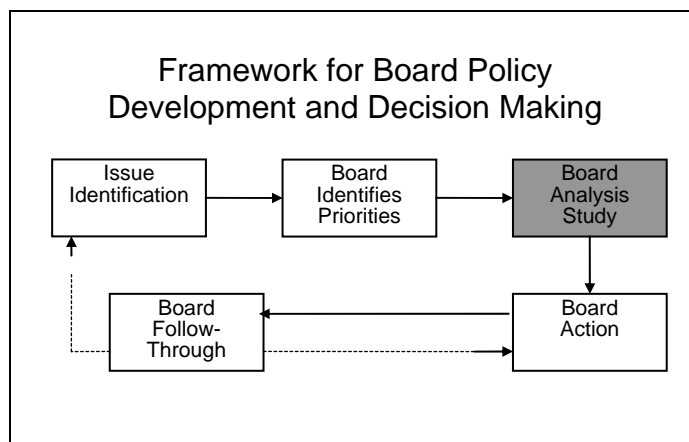


Iowa State Board of Education

Executive Summary

May 14, 2008



Agenda Item:	Iowa Vocational Rehabilitation Services Strategic Plan Progress Report
Iowa Goal:	IVRS Mission: We provide expert, individualized services to Iowans with disabilities to achieve their independence through successful employment and economic support.
Equity Impact Statement:	Establishes the framework for services to be provided and improved to all individuals with disabilities in Iowa.
Presenter:	Stephen A. Wooderson, Administrator Iowa Vocational Rehabilitation Services
Attachments:	1
Recommendation:	It is recommended that the State Board hear and discuss this information.
Background:	Vocational Rehabilitation is a federal/state funded (78.7% federal funds matched by 12.3% non-federal funds) program. Upon receipt of a referral, an applicant is evaluated for eligibility according to federal criteria outlined in the Rehabilitation Act of 1973, as amended in 1998. Upon the determination of eligibility, the client may access services that are intended to lead to employment in the competitive marketplace. Services may include evaluation, guidance and counseling, training, assistive technology, and direct job placement. IVRS serves all persons with Most Significant Disabilities (MSD) upon determination of eligibility. Since November 2007, IVRS has also been able to clear the waiting list for persons that have been on the Significant Disabilities (SD) waiting list, and the Others Eligible (OE) list. The SD and OE number is determined each month by the IVRS Budget Team and is dependent upon fiscal status and field capacity.

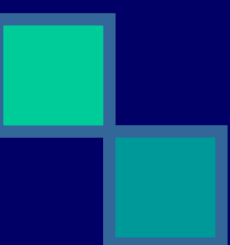



Strategic Plan

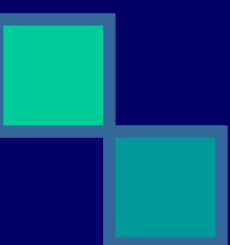



2007 - 2010

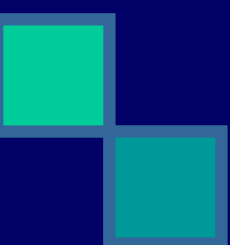

Mission

- 
- We provide expert, individualized services to Iowans with disabilities to achieve their independence through successful employment and economic support
- 

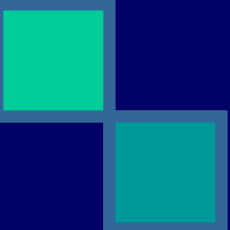

Motto

- 
- Finding Solutions
 - Generating Success
- 

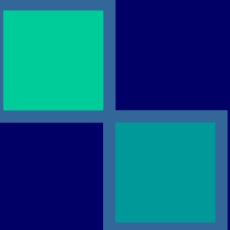

Vision

- 
- To be a respected leader that delivers innovative services to better the lives of Iowans with disabilities
- 

Guiding Principles


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- We are responsive to the unique needs and goals identified by individuals with disabilities
 - We demonstrate teamwork and cooperation among staff, customers and partners
 - We operate with trust and integrity
- 

Guiding principles


- 
- We demonstrate compassion and respect for all people
 - We value continued improvement and learning
 - We openly communicate with clarity and consideration
 - We are results driven
- 


Strategic Objectives 2007 - 2010

To achieve our mission, motto, vision
and guiding principles we have
established five strategic objectives




Strategic Objectives 2007 - 2010

1. Develop and foster an engaging work environment that promotes innovation and continual improvement to achieve organizational priorities
- 

- Workforce uses guiding principles and competencies needed to achieve organizational goals
 - Create a climate that encourages new ideas and improvement and regularly recognizes employees
 - Administrator/Bureau Chiefs model the desired behaviors of an engaging work environment and create a supportive work environment
 - Implement/manage information management systems that provide more timely information to employees so they can better monitor and improve performance
 - Ensure employees work in a safe/secure environment
- 


Strategic Objectives 2007 - 2010

2. Develop a workforce that identifies and responds to changing workforce and work place needs
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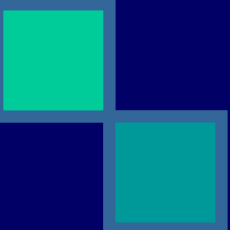

- IVRS workforce plan accurately projects capacity issues
 - IVRS has clearly identified business and industry workforce needs in Iowa
 - Increased capacity to respond to the developing customer needs of business and industry
 - IVRS clients prepared for the changing workforce demand
 - Business and industry increase their access to the labor pool of Iowans with disabilities
- 


Strategic Objectives 2007 - 2010

3. Develop and deliver customer service that addresses customer needs and requirements
- 


- Consistent service provision across the state
 - Clear processes and expectations from internal service bureaus and providers
 - Customer feedback and emerging trends are incorporated into planning
 - IRSS is launched and enhanced based on regular feedback from ASB and RSB
- 


Strategic Objectives 2007 - 2010

- 
4. Increase efficiency and customer value through performance accountability and continuous quality improvement
- 

- Coordinated strategic goals
 - Use of data by all employees to improve processes
 - Business processes that increase quality and efficiency
 - Ability to identify and address issues that adversely affect ability of the agency to meet or exceed performance measures
 - Use of technology to increase efficiency
- 

Strategic Objectives 2007 - 2010

5. Build external relationships that contribute to improved services that better the lives of Iowans with disabilities
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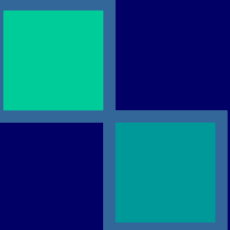
- Communications specialist
 - Stronger and more positive presence within community
 - Community support for DDS decisions
 - Legislators are aware of IVRS success
- 



Building
partnerships to
achieve success



Partnerships for success



Penny Ledbeter had a history of depression and anxiety when she came to IVRS in August 2007. She had completed a medical assistant program at a local community college but had not found employment success at a local hospital.

IVRS counselor Mary Ott helped her determine her interests and abilities and provided supportive counseling to help Penny develop the confidence she needed for success. Mary Ott developed a customized training program for Penny and she is now a pharmacy tech at Hy-Vee in Charles City and “ecstatically happy.” Her manager at Hy-Vee is equally happy with the new business partnership.



Consumer: Penny Ledbeter

Counselor: Mary Ott

Business: Hy-Vee



Partnerships for success

IVRS Counselor Michelle Krefft in Mason City has a territory of nine counties. She began working with Andy Potts when he was a junior in high school. Michelle believed Andy would benefit by enrolling in the SAVE program funded by the Forest City High School so that he could receive his Helping Hands certificate.

Two years ago, after Andy completed the SAVE Program, Michelle worked with Andy to complete an application, resume and cover letter for a full time janitorial position at Winnebago Industries in Forest City in Cerro Gordo County. Michelle did a mock interview with Andy to ensure that his actual interview was a success.

Andy was hired for the job and works full time earning a wage that allowed him to go off of SSI and Title XIX benefits. Andy LOVES his job and when he's on vacation he worries about who is taking his place and if they are doing the work as well as he does.



Consumer: Andy Potts

Counselor: Michelle Krefft

Business: Winnebago




A final note



The success we achieve each day is built on a long history of serving the residents of Iowa.

We recently received a letter from a man who contacted the Iowa Division of Vocational Rehabilitation more than 50 years ago for assistance after he was stricken with polio.



This is what he told us.



"I am writing to say "Thank you!" I was born and raised in Taylor County Iowa, graduating from Bedford High School with the class of 1956. In August 1952, I was stricken with polio, fully affected from the waist down . . ."

"Ultimately I completed my Bachelor of Arts Degree, a Master of Arts Degree, a Master of Divinity Degree and a Doctor of Ministry Degree. Last August I retired after 50 years in ministry (28 as a local pastor, 12 as a Christian college professor and 10 as a Christian college administrator)."



"I am aware that much of this would not have been possible if the Iowa Division of Vocational Rehabilitation had not been willing 52 years ago to make a personal and financial investment in the life of a teenager in southwest Iowa that had been felled by polio."

"I am more grateful than you will ever know, unless you have been the recipient of similar life-changing assistance. I am one life in whom your department made a huge difference."

Dr. Richard E. Brown